Isle of Man Government
Reiltys Ellan Vannin

Department of Health and Social Care
Rheynn Slaynt as Kiarail y Theay

Regulation of Care Act 2013

Child Day Care Centres

Name of Service
Victoria House Nursery

Unannounced

Inspection Completed on
28th November 2017

Time 09:50-12:50

Registration and Inspection Ground Floor,
St George's Court, Hill Street,
Douglas, Isle of Man, IM1 1EF

Contents

Completing and returning your report

To complete your report form, enter text by clicking on the box see the instructions below.
Use the tab key to move to the next box.

1. Provider's action plan
    a. Add details of your actions to complete the requirements/recommendations (if applicable)

2. Provider's comments/response
    a. Confirm you have read and agree/disagree the contents of the report by clicking on the appropriate box
    b. State any factual inaccuracies found, add comments (if applicable)
    c. Sign (type name when returning electronically) and date

3. Return your report to **randi@gov.im** within 4 weeks

4. Do not use any other method e.g. links to Cloud or other file sharing services

Summary

This report represents our assessment of the quality of the areas of performance which were examined during this inspection under the Child Day Care Centres Minimum Standards. The purpose of the inspection is:

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- to satisfy the Department that services are being provided to an acceptable standard and children are being cared for appropriately;
- to provide reassurance for parents;
- to establish that children are safe and take part in activities that contribute to their development and learning;
- to confirm that the provision is consistent with the information held on the register held by the Department and that the registered person is compliant with their conditions of registration;
- to raise standards and promote high quality in the provision of care and learning.

When making judgements, inspectors have regard as to how well the provider meets the Child Day Care Centres Standards, produced by the Department, August 2014. Service providers are required, as part of their conditions of registration, to comply fully with the standards.

This document summarises the inspection findings. The inspection outcomes relate to the Minimum Standards (MS) for Child Day Care Centres.

The report also identifies strengths and areas for improvement and follows the format of the standards. The numbering shown corresponds to that of the standards.

Care providers are expected to comply fully with the Minimum Standards. The Minimum Standards will form the basis for judgements by the Department regarding registration, the imposition and variation of registration conditions and any enforcement action.

Part 1: Service information

Part 2: Descriptors of performance against standards

Part 3: Inspection information

Part 4: Inspection Outcomes and Evidence and Requirements

For this inspection the Unit has decided to inspect:

Standard 7 - Health
Standard 13 – Safeguarding
Standard 14 – Documentation

In addition the following areas will be considered in each inspection:

Standard 2.6 - Organisation
Standard 3.5 - Care, Learning and Play
Standard 3.10 - Care, Learning and Play
Standard 6.4 - Safety
Standard 6.5 - Safety

Part 5: Provider's comments and response

Part 1 Service Information

Name of Service: Victoria House Nursery **Tel No:** (01624) 615625

Care Service Registration Number ROCA/P/0176A

Address: Victoria Road, Douglas, IM2 4AJ

Conditions of Registration

1. The registered person must not look after more than fifty four (54) children in total aged 0 years and above.

2. Main Building consisting of 2 floors: No more than forty six (46) children aged 18 months and over in total of which no more than four (4) children aged 18 months – 2 years accommodated on the first floor.

3. Studio Building: No more than eight (8) children aged 0-2 years.

4. Log Cabin: No more than eight (8) children aged 2 years and above.

Registered Number of Children: 54

**(Under Section 65 & 107 (1-4) of the Regulation of Care Act 2013.
All registered providers of Child Day Care must comply with their conditions of registration as stated on the certificate of registration issued by the Department of Health and Social Care.**

Email Address: victoriahousenursery@manx.net

Registered person/company: Fraggle Rock Properties Limited

Responsible Person: Carolyn Nicholson

Name of Registered Manager: Elizabeth Ledingham (is currently in the process of being registered)

Registration number N/A

Person in charge at the time of the inspection: Elizabeth Ledingham

Date of latest registration certificate: 18th January 2017

Date of any additional regulatory action in the last inspection year (i.e. improvement measures or additional monitoring): None

Date of previous inspection: 22 March 2017

Days open: Monday to Friday except Bank Holidays

No of children at the time of the inspection: 36

Number of staff present during the inspection: 10 + Manager + Responsible Person + Housekeeper. There were also 2 students present.

Name of Inspector Stephen Buttery

Part 2 Descriptors of Performance against Standards

Inspection reports will describe how a service has performed in each of the standards inspected. Compliance statements by inspectors will follow the framework as set out below.

Compliant
Arrangements for compliance were demonstrated during the inspection. There are appropriate systems in place for regular monitoring, review and any necessary revisions to be undertaken. In most situations this will result in an area of good practice being identified and comment being made.

Recommendations based on best practice, relevant research or recognised sources may be made by the inspector. They promote current good practice and when adopted by the registered person will serve to enhance quality and service delivery.

Substantially compliant
Arrangements for compliance were demonstrated during the inspection yet some criteria were not yet in place. In most situations this will result in a requirement being made.

Partially compliant
Compliance could not be demonstrated by the date of the inspection. Appropriate systems for regular monitoring, review and revision were not yet in place. However, the service could demonstrate acknowledgement of this and a convincing plan for full compliance. In most situations this will result in requirements being made.

Non-compliant
Compliance could not be demonstrated by the date of the inspection. This will result in a requirement being made.

Not assessed
Assessment could not be carried out during the inspection due to certain factors not being available.

Part 3 - Inspection information

The purpose of this inspection is to check:

- Is the care safe?
- Is the care effective?
- Is the care compassionate?
- Is the service well led?

No	Standard	Requirements/recommendations from previous inspection	Met/not met
1	4.2	The radiator cover in the downstairs front room needs to be repaired or replaced Timescale: Immediate	Met
2	14.1	The individual records of each child need to contain all the facets listed under this standard Timescale: Immediate	Met
3	2.4	Records that all staff have induction training of a minimum of 4 weeks need to be kept Timescale: Immediate	Met
4	1.7, 2.5 and 14.6 and Data Protection Act 2001	Staff identification information and other unnecessary information should not be stored on staff files. The staff files need to be reviewed to ensure that only necessary information is kept. Timescale: Immediate	Met
5	Regulation 9	The registered person must ensure that the care service meets all minimum standards Timescale: Immediate	Met
6	1.7 and 2.5	Copies of staff contracts of employment to be kept on each staff file. Timescale: Immediate	Met
7	7.1	All the outdoor toys require cleaning before they are used by the children Timescale: Immediate	Met

Feedback from relevant parties

Parents/Carers

All feedback received was very positive
"we are 100% happy"
"They are fantastic with my **** and I would highly recommend them"
"There is a board with key updates that can be viewed daily"
" I find staff very attentive"
"Very wide variety of activities"
"This is a fantastic nursery"

Part 4 Inspection Outcomes and Evidence and Requirements

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 7 - Health

OUTCOME:
The registered person must promote the good health of children and takes positive steps to prevent the spread of infection and appropriate measures when they are ill.

Our decision:

Substantially compliant

Reasons for our decision

The premises, furniture, toys and other resources, including outside toys and equipment were found to be clean. Nappy changing mats and areas were clean with suitable gloves, aprons and other necessary equipment available. Staff were observed to wash their hands before and after changing nappies. They were also observed to wash their hands before and after handling food. Liquid soap was used and hand washing diagrams for children to follow were in each of the toilets. Towels were not shared and were washed daily.

Medication was stored correctly and was only administered by senior staff, who had received appropriate training. All the staff had current and relevant first aid training with most of the staff having received specialist training in the use of epipens. There was a first aid box in each of the rooms used by children plus one in the office and one in the kitchen. There was also a de-fibulator on site and again most staff had received training in its use.

Written parental permission was in place for the use of generic medicines and the recording of medication administration was clear and included why the medication was given to a child. Any prescribed medication administered was authorised by a parent/carer, who then signed to confirm they had been informed that the medication was given. However, there was nowhere on the medication form for a parent/carer to sign to confirm that that the first dose of any medication had been given to a child by them. The manager therefore needs to revise the current form.

Requirements and recommendations

Standard 7.6 The first dose of any medication to be administered by the parents in case of allergic reaction. Parents to sign to confirm the medication is safe for their child:

Timescale: Immediately

Provider's action plan
This was actioned immediately upon inspector leaving and was put in place the afternoon of the inspection

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9) Standard 13 - Safeguarding
OUTCOME: **The protection of the child must be the registered person's first priority.**
Our decision: **Compliant**
Reasons for our decision All of the staff files seen showed that staff had undertaken safeguarding awareness training and refresher training as required. The Manager had completed level 5 training in safeguarding, which exceeds the minimum standard. A chain of command/responsibility in respect of any child protection concern was in place and this was displayed in a number of areas around the nursery. This showed who the designated members of staff with child protection responsibilities were. Information regarding any children with complex needs was shared appropriately with other agencies. This was confirmed by a visiting professional on the day of the inspection. The nursery operates a keyworker system and members of staff were rotated as and when it had been necessary. The baby wing operates slightly differently and staff are not rotated in the same way, to ensure the babies are cared for by people familiar to them. The building is not open plan and staff and children will move to different rooms for various activities. None of rooms had closed doors while children are in them. Appropriate risk assessments were in place. The manager and the responsible person were supernumery to ratios of staff to children however, they were observed to work alongside other staff as and when necessary during the inspection. Activities such as toileting were supervised by the manager, deputy and responsible person regularly. Each child file contained the names of persons identified to collect children from the nursery with arrangements in respect of visitors or non-staff within the building being subject to regular review.
Requirements and recommendations None
Provider's action plan Not applicable

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9) Standard 14 - Documentation
OUTCOME: **Robust records, policies and procedures which are required for the efficient and safe management of the provision must be in place and be maintained.**
Our decision: **Substantially compliant**

Reasons for our decision

The nursery had appropriate public liability and employers insurance. There was a statement of purpose which was available to parents/carers however; it required review as some of the information was out of date.

A number of individual records for children were perused. Each record contained the required information. One record contained an application form which was completed pre-birth and it is recommended that a new form is completed once the child starts nursery as some of the information requested, i.e. medical conditions, is only available once the child is born.

An accurate system of recording arrival and departure times of children and staff was in place as was a visitor's book. A record of all outings, together with parental consent for outings was seen. Records of any incidents, illnesses and exclusions of any child due to an infectious illness were also seen. Notifications to the Registration and inspection Unit had been made appropriately and records kept.

A record of any safeguarding concerns was kept and systems were in place for any appropriate referrals to be made to other agencies if necessary.

Although the nursery's records were kept securely and retained appropriately, there was no retention of records policy to support the practice. This needs to be in place.

The nursery had received no complaints since the last inspection.

All the members of staff had individual personnel files which contained the correct information, together with evidence of induction and other training. Contracts contained a statement about the need for the manager to be informed by staff members if they committed any criminal offence, including motoring.

Evidence of 3 monthly supervision sessions for staff were seen as were the minutes of team meetings which take place almost weekly. Records of any extra support and disciplinary meetings or actions were kept appropriately. A lone worker policy was in place however, it was due to be reviewed in April 2016 and had not. This will need to be reviewed immediately.

The nursery is registered with the Office of the Information Commissioner for data protection purposes.

The certificate of registration for the nursery was displayed appropriately.

There was a policy and procedure in place in respect of monitoring sleeping children aged 2 years upwards but not for under 2 years. A policy for monitoring sleeping babies will need to be written and ratified immediately.

All other policies and procedures were in place and all but one, lone working, had been reviewed in the past twelve months. The lone working policy needs to be reviewed immediately.

Requirements and recommendations

Standard 14.1 The Statement of Purpose requires review and must meet all the requirements of the Regulation of Care (Registration) Regulations 2013; Schedule 3

Timescale: March 2018

Standard 14.10 Records must be retained for 10 years after the child has left the service. Although the nursery was doing this, a policy to support this is needed

Timescale: Immediately

Standard 14:15 The lone worker policy needs reviewing. A policy in respect of sleeping babies (including parental agreement) needs to written and ratified.

Timescale: Immediately

Provider's action plan
Standard 14.1 Review statement of Policies
We are currently reviewing our statement of purpose and this will be completed no later than the deadline set by RandI.
Standard 14.10 a policy is now in place pertaining to the retention of records for 10 years after child has left the service.
Standard 14.15 We have reviewed our lone worker policy and instigated a sleeping policy for babies.

ANY OTHER AREAS EXAMINED

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 2.6 – Organisation

Criteria:
Providers must take account of the differences between school age and pre-school children and must accommodate each group in separate activity rooms.

Our decision:

Not assessed

Reasons for our decision

Victoria House Nursery does not accommodate school aged children

Requirements and recommendations
Not applicable

Provider's action plan
Not applicable

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 3.5 – Care, Learning and Play

Criteria:
The registered person and their staff must observe and record what children do and use their observations to plan the next steps for the children's play, learning and

development.
Our decision: **Compliant**
Reasons for our decision The nursery followed the Early years Foundation Stage curriculum. It was evident that the staff observed, recorded and planned the next steps for the childrens play, learning and development. Learning boards, records of observation wall, and individual 'all about me' books were all seen. Suggestions for planning ideas from the staff team were encouraged and recorded.
Requirements and recommendations None
Provider's action plan Not applicable

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9) Standard 3.10 – Care, Learning and Play
Criteria: **3.10 The registered person and their staff must implement a system to ensure they meet the pre-school aged children's individual needs in order to support their readiness for school.**
Our decision: **Compliant**
Reasons for our decision The nursery had developed links with local schools and other specialist agencies, such as hearing impaired services. The manager informed that a need for training in autistic spectrum disorder had been identified and sourced. The manager and staff reported that this training had enhanced their understanding and practice thus improving the experience of nursery for children.
Requirements and recommendations None
Provider's action plan Not applicable

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9) Standard 6.4 & 6.5 - Safety
Criteria: **Children must not be exposed to water temperatures above 43°c.** **The surface temperature of radiators and pipes which are accessible to children must not exceed 43°c.**

Our decision: **Compliant**
Reasons for our decision None of the taps were over the maximum temperature. Radiators and pipes were covered.
Requirements and recommendations None
Provider's action plan Not applicable

Other areas identified during this inspection / Or previous requirements which have not been met
None
Provider's action plan Not applicable

Please complete the provider action plan sections beneath each requirements and recommendation sections providing details of action taken (or to be taken) with timescale for each.

The inspector would like to thank the management, staff and service users for their co-operation with this inspection.

If you would like to discuss any of the issues mentioned in this report please do not hesitate to contact the Registration and Inspection Unit.

Inspector: **Stephen Buttery** **Date:** **21 December 2017**

Part 5 Provider's comments/response

To: The Registration and Inspection Unit, Ground Floor, St George's Court, Hill Street, Douglas, Isle of Man, IM1 1EF

From: Victoria House Nursery

I / we have read the inspection report for the unannounced inspection carried out on 28th November 2017 at the establishment known as Victoria House Nursery, and confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s). ☒

I/we agree to comply with the requirements/recommendations within the timescales as stated in this report. ☒

Please return the whole report which includes the completed action sections to the Registration and Inspection Unit within 4 weeks from the receiving the report.

Or

I/we am/are unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) ☐

State any factual inaccuracies found :
We are pleased to receive this report that acknowledges the continual dedication to provide the best possible care in line with the standards and regulations set out by Registrations and inspections. In the interests of continued professional practice may we ask Registrations and Inspections as well as the Department of Education and Children to inform providers of any new initiatives that are put in place during the inspection year. Rather than wait until an inspection before a change is flagged up. We look forward to the next year and working closely together.

Signed
Manager **Elizabeth Ledingham**

Print name **E J Ledingham**

Date **18/1/18**

Signed **CS Nicholson**
Responsible person

Date **18/1/18**

Action plan/provider's response noted and approved by Inspector:
Date: 29/1/18 Signature/initials S Buttery